

Cancellations due to Omicron Virus

Dear Trade Partner,

Keeping in mind the current scenario with regards to the Omicron Corona virus surge, we do understand that your customers are concerned about travelling at this time. With the prime aim to ease this anxiety and provide a hassle free experience, given below are the details of our cancellation policy for FIT bookings:

FIT Bookings

- Agents can cancel the booking at their own end after paying the applicable cancellation fee as per the normal process.
- Passenger to be explicitly advised that the amount charged towards the cancellation fee to be used against his/her future travel of any date.
- Fresh booking for the same passenger to be made **before 31st Mar 2022**. Travel can be of any time / date / sector.
- Travel agent to issue the fresh ticket for the same passenger and send the booking to IndiGo along with the cancelled PNR number to agency.support@goindigo.in with a copy marked to their IndiGo Account Manager
- Fresh ticket to be issued in **Saver Fare** only by the agent. Corporate, Flexi and SME fares not eligible.
- IndiGo to match the name/s of the current booking with the earlier cancelled booking.
- If the name/s match and the fresh booking is in **Saver Fare**, IndiGo to refund the cancellation charges to the agent for the earlier PNR within 48 hours of sending the intimation to Agency Support
- The above policy is applicable for FIT tickets issued **before 13th Jan 2022**